

## NORTH CARDIFF MEDICAL CENTRE

<b>JOB TITLE:</b>	Deputy Practice Manager
<b>REMUNERATION:</b>	Circa £26k-£32k dependent upon experience
<b>CONTRACT:</b>	Permanent
<b>HOURS:</b>	Full time position (37.5hours). Monday – Friday
<b>RESPONSIBLE TO:</b>	Practice Manager
<b>RESPONSIBLE FOR:</b>	Supporting the Practice manager in management of all functions within the Medical Centre including, human resources, operations, business development, premises maintenance and risk
<b>JOB PURPOSE:</b>	To assist the Practice Manager in the Organisational and strategic development of North Cardiff Medical Centre.

### BENEFITS

- 25 days holidays plus Bank Holidays
- NHS pension
- Onsite parking
- Free eye test
- Learning and development opportunities

### KEY WORKING RELATIONSHIPS

- Partnership
- Clinical Governance Lead
- Multidisciplinary team

## JOB RESPONSIBILITIES

### Main duties and responsibilities

#### Operational management & planning

- **Support the Practice Manager** with the operational management of the Practice across the two sites, thereby assisting with the smooth running of the practice.
- **Deputise for the Practice Manager** in their absence.
- **Administer the Practice appointment system** based on the weekly rotas, ensuring that appointments are available to book four weeks in advance.
- **Manage and develop the master rota** and master appointment structure, adapting based on any agreed changes within the Practice. Provide feedback to Partners and Practice Manager regarding any areas of concern in relation to rota management.
- **Source GP locums** for approved funded cover to ensure full-service delivery during sickness absence, maternity cover etc.
- **Approve annual leave requests for Partners**, clinicians and the admin hub (via Whos' Off), ensuring that there are no conflicts in terms of leave and liaising with team members as necessary.
- **Manage the rotas and induction plans for GP registrars**, medical students and completed monthly pay returns and agreeing annual leave/study leave.
- **Maintain and monitor training** needs for all clinicians and administration staff
- **Finance Administrator** - responsible for completion of the Enhanced Service claims, monitoring and supporting the Practice Manager with claims, invoices and payroll.
- **Act as a role model to staff**, supporting, motivating and promoting good staff relations.
- **Assist in the Management of recruitment**, induction and training of all new administration and reception team members.
- **Lead administration team** and reception team staff reviews and appraisal.
- **Ensure all Practice policies and protocols** within the Employee Handbook are understood and adhered to, support with the investigation and management of any concerns.
- **Ensure that the administration team is compliant** with Information and Clinical Governance policies.
- **Support with the investigation of any concerns** which relate to the administration team and provide a suitable response to the Practice Manager.
- **Provide leadership and guidance for the Practice Administration Team**, which includes:  
**Administration Team** - responsible for registration of new patients including My Health Online accounts, managing and actioning emails coming into the practice admin email account, actioning forms received from the practice website and reading all mail coming into the practice (both electronically and in paper format), read coding pertinent information and allocating to clinicians if actions are required and maintaining the child health surveillance system and smear non-responders.

- **Manage the administration and co-ordination of the annual influenza campaign** and the successful vaccination of at-risk patients and all patients age 65> (circa 4,000 patients per annum), with the support of the practice multidisciplinary team. Ordering vaccines for the upcoming flu season following Welsh Government guidance, using various methods to engage and communicate with patients to encourage uptake.
- **Resolve any building issues** to the best of your ability, signposting to support services when appropriate.

### Trainees

- **Act as the key management point for trainees.**
- **Co-ordinate placements**, rotas, support for trainees which can include Medical Students, Foundation year Drs, GP Registrars, Pharmacists and Practice Nurse trainees.
- **Support an effective practice induction and training programme** for all trainees and staff.
- **Monitor, report and manage trainee absences.**
- **Liaise with Practice mentors, trainers and trainees on** a regular basis to ensure the trainees are happy and fulfilled in their placement and are receiving the right level of support.

### Governance

- **Support with business continuity systems** and processes responding to any issues in the Practice Managers absence.
- **Support the overall practice clinical and information governance framework.**
- **Support compliance** with the Practice contract and other service requirements.
- **Assist with the implementation and monitoring of all Enhanced Services** ensuring that all services are accurately and timely claimed.
- **Ensure Health & Safety standards** are maintained across the Practice and that any incidents are reported, and any estate maintenance issues are addressed effectively as appropriate.
- **Support the Practice Manager** in the reviewing and updating of all practice policies and procedures.

### Administration

- **Support with administration duties** where necessary ensuring the Practice has effective administrative systems.
- **Support the Practice Chronic Disease annual recall system.**
- Complete and submit the quarterly childhood immunisation returns.

### Service Improvement

- Project manage quality improvement and service change/development initiatives
- Support the Practice in terms of analysing and managing patient demand and capacity. Present solutions, implement change and monitor impact
- Support the development of the North Cardiff Cluster by attending and participating in meetings/training and the practical development and operational

implementation of services across the GP Cluster E.g. Urgent Primary Care Hub, Physiotherapy and Mental Health.

#### **IT/Data**

- Support the Practice with the effective use of the clinical system and other IT programmes. Ensure systems are regularly updated and running the latest versions including downloading the latest clinical audit programmes and clinical templates. Ensure IT security and IG compliance at all times
- Liaise with IT support/specialists proactively and reactively. Responding and supporting resolution of local IT issues where appropriate
- Set up all new users with IT accounts - NADEX, e-mail, Vision/v360, Docman, WCCG and GPTR accounts.
- Create and run reports as requested, develop searches and audits on the clinical system.
- Ensure that all clinicians and staff are accurately read coding.
- Attend IT meetings on the Practice's behalf and cascade any learning to the wider Practice.
- Project manage IT developments/changes.

#### **Communication**

- Act as one of the primary points of contact for the UHB, Cluster, contractors, community suppliers and other external stakeholders, in the absence of the practice manager.
- Support co-ordination of the Practice admin e-mail ensuring that the administration hub responds to and co-ordinate e-mails appropriately.
- Provide a focal point of communication between patients, doctors and other practice staff. Ensure the administration team is aware of any Practice developments which impact on them and understand why.
- Liaise with patients in terms of feedback and concerns with a view to de-escalating situations (including complaints)
- Respond to patient queries in person, telephone and via e-mail.
- Support effective communication across Practice sites with regular team meetings and updates.
- Arrange regular Meetings with Reception Manager and Admin team leader to ensure teams are running smoothly
- Attend, present and participate in Partners and Practice meetings and training events.
- Support the Practice Manager with website development and effective use of social media for patient education campaigns.

#### **General**

- **Offer flexibility** to cover annual leave or sickness of colleagues in the Management and Administration functions.
- **Project a positive, confident and friendly image** to patients and visitors at all times.
- **Respond well to work pressures and use your own initiative.**

- **Support the ongoing development of the Practice.**
- **Undertake any other duties** as requested by the Partners or Practice Manager

#### **Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Mandatory e-learning.
- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

#### **Quality:**

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patient's needs.
- Effectively manage own time, workload and resources

#### **Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate respectfully and effectively with all patients, carers, staff and Partners.
- Recognise people's needs for alternative methods of communication and respond accordingly.

#### **Contribution to the Implementation and development of services:**

- The post-holder will:
- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in discussions on how to improve systems and processes.

This job description is a basic guide to the scope of the role and the responsibilities of the Deputy Practice Manager. It is not exhaustive and may be amended following consultation with the post-holder.

In the performance of the duties outlined in this job description, the post-holder will have access to confidential information relating to patients, staff and the business of the Practice. All such information from any source is regarded as strictly confidential.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Personal Qualities</b>		
Positive role model	√	
Proven leadership skills	√	
Integrity, Kindness, Respect and Honesty	√	
Excellent verbal & written communication skills including the ability to lead discussion in group settings and write comprehensive reports	√	
Ability to work under pressure and deal with emotive situations	√	
Confident, motivated & forward thinking approach	√	
Cooperative and conscientious	√	
Ability to work in a changing environment	√	
Able to work independently and as part of a team	√	
<b>Qualifications</b>		
Educated to degree level standard or equivalent experience	√	
Postgraduate qualification in management or evidence of equivalent professional development		√
Professional qualification in HR/finance/IT or other relevant qualification		√
<b>Management Skills &amp; Experience</b>		
Demonstrable experience in general management within a healthcare setting or comparable organisation	√	
Experience of team management including practical application and knowledge of all aspects of HR and employment law.	√	
Leadership skills and experience within multidisciplinary organisation.		√
Financial management & accounting skills including budgetary control, cashflow management, payroll and book keeping.	√	
Strategic Thinker		√
Self-motivated – able to use own judgement and common sense	√	
Ability to prioritise, delegate, plan and organise	√	

workload to tight deadlines		
Excellent generic IT skills	√	
A flexible and adaptable management style	√	
Able to work independently and as part of a team Solution focused.	√	
<b>Knowledge</b>		
General Data Protection Act, Patient Confidentiality & Clinical Governance	√	
Experience of Microsoft Office software	√	
Experience of working with clinical systems		√
Knowledge of NHS, Primary and Secondary Care Services		√
<b>Other requirements</b>		
Flexibility and ability to work outside core hours to include attendance at evening business meetings	√	
Disclosure Baring service Check (DBS)	√	
Full UK driving license	√	
Welsh Speaker		√